

## March at a Glance:

### Fixed Route:

Passenger Total: 225,607  
Compared to March 04: 223,795

Revenue Miles: **69,513**  
Compared to March 04: 69,502

Revenue Hours: **7,266**  
Compared to March 04: 6,970.3

### BT Access:

Total Passenger Trips: **1003**  
Compared to March 04: 982

Total Passenger Served: **63**  
Compared to March 04: 53

### Maintenance:

4 State Inspections Performed

4 Scheduled and 33 Non-schedule Maintenance Activities Performed

15 Preventative Maintenance Activities Performed

4 Road calls

19 Non-Scheduled Maintenance Driver's Complaints

### Operations:

3 Operator received their CDL.

Safety meetings were held on March 17 and 20. An accident review was held at each of these along with the introduction of a new safety program.

BT made it safely through inclement weather this month. Snow teams of Operations personnel worked hard clearing bus stop loading areas of ice and snow.

Ten new Operators were hired this month.



## MARCH 2005 Monthly Report

### TOTAL PASSENGERS- FIXED ROUTE & DEMAND

	FIXED ROUTE			BT ACCESS	
	TOTAL PASSENGERS	REVENUE		TOTAL	
		MILES	HOURS	TRIPS	PASSENGERS
March. '05	225,607	69,513	7266	1003	65
March. '04	223,795	69,502	6970.3	982	55
% ▲	1%	0%	4%	2%	18%

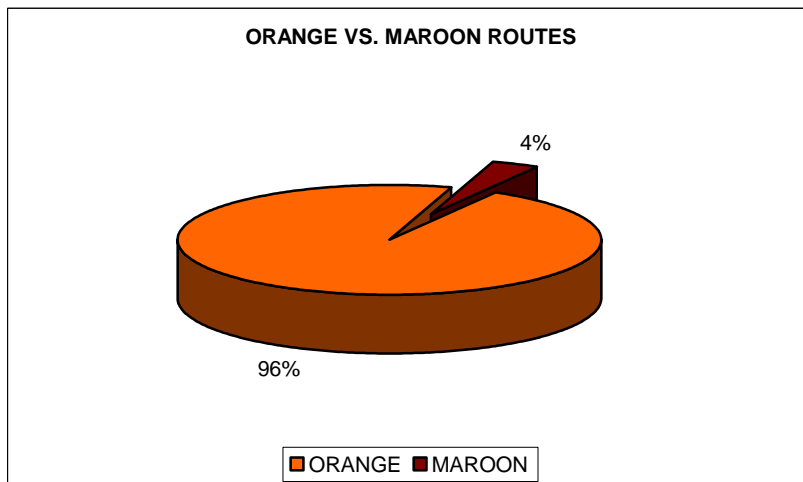
Total passengers on fixed route service increased slightly March '05 vs. March '04 by +1% or (1,812) total passengers. The increase in total monthly passengers, and revenue hours, was influenced by the addition of basketball gameday shuttles in March.

- The shuttles ran two routes that began two hours before game time and one hour after game.

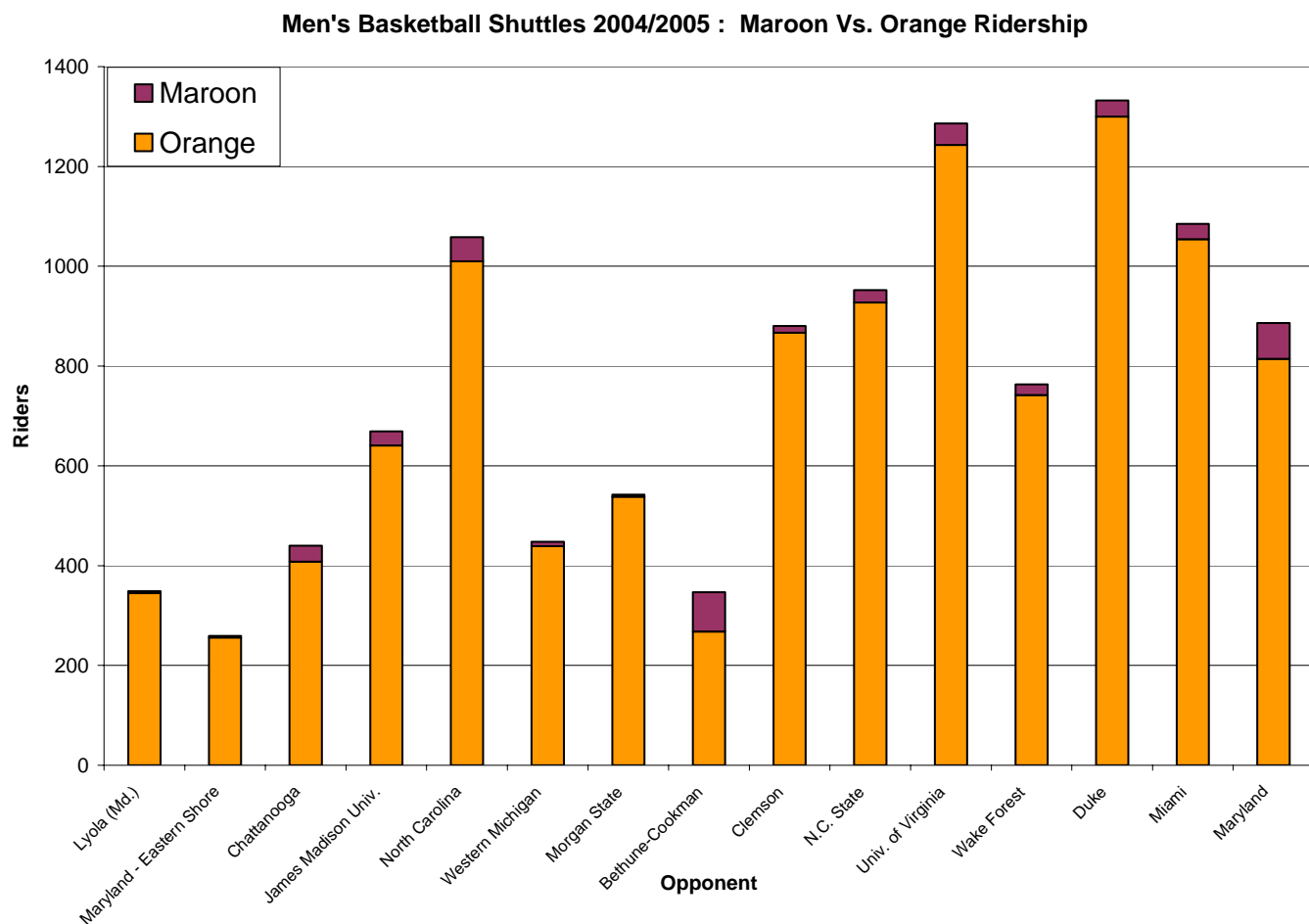
### Virginia Tech Blacksburg Transit Basketball Shuttles Service

The 2004-2005 basketball season marked the first gameday shuttle service for both Men's and Women's home games at Virginia Tech. Two shuttles on two different routes provided fare-free service two hours before games and one after games. During the regular season the service transported (15,528) spectators.

The Orange Shuttle route, which serviced on-campus locations and revolved around the Litton Reeves lot, dominated in total passengers carrying approximately 96%.

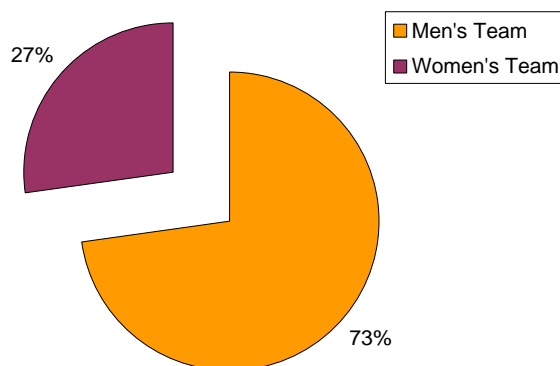


The Maroon Shuttle, which serviced the Downtown area, stabilized ridership totals over the season due to a marketing campaign executed in early February (UVA game). The awareness campaign included in-vehicle bus cards on regular route buses, display ads in the Roanoke Times and Richmond Times Dispatch, and links from hokiesports.com.



The Men's games accounted for approximately 73% of total ridership for game day shuttles.

Total Basketball Ridership Men's Team Vs. Women's Team Total Ridership



## **Blacksburg Transit Local Roadeo**

The annual BT Roadeo is scheduled for April 23<sup>rd</sup> at BT. This timed event tests the operating skills of BT operators over an obstacles/skills course in three divisions Access, 35' and 40' buses. Winners in each division can receive cash prizes, trophies and a chance to represent BT in the State and International Roadeo's. The event also serves as a team building event in which operators have a chance to not only test their skills against one another, but also have the opportunity to socialize during the event.

This year the Management Team set an objective of increasing Operator participation by +10%. In line with the recently adopted operating strategy "inclusiveness vs. exclusiveness in day to day operations and projects" the event has been constantly promoted and explained to all Operators with the desired objective of "de-mystifying" the event. The result is a 100% increase in signed-up participants.

## **Annual Banquet**

The BT Annual Banquet is scheduled for May 1<sup>st</sup> at the Holiday Inn. The banquet is not only a chance for the *entire* organization to socialize but also an opportunity to recognize individuals that exceed recognized performance standards during the year.

A new award, the Transit Management Team Employee of the Year, was created by the Management Team this year to honor to the employee that best embodies the work ethic and attitudes reflected in our BT Guiding Principles and Operating Strategies.

"Open and receptive attitude towards change, respect of fellow employees and stakeholders, team oriented, solution driven vs. problem driven, positive tone when dealing with others".

In other words, the award is about excellence or excelling in the job....not just doing the job!

### **◆ Transit Management Team Employee of the Year**

- Open to all full-time employees outside the Transit Management Team (TMT) and all 30-hr employees except 30-hr BT Access Operators.
- Work reflects the BT Guiding Principles and Operating Strategies.
- Previous recipients are not eligible for two years.
- Must have been employed at BT for more than a year

Other awards include Operator of the Year and the Debra Bale Award for Paratransit Excellence.

## **Operations- Safety**

Two safety meetings were held this month. During the meetings Operations staff reviewed several accidents with the Operators and re- introduced the new **"Smith System Five Key Safety Concept."** Proper accident procedures and upcoming policy changes were also discussed.

Again this month, the BT was able to run full service without having any preventable accidents because of snow and ice. Recognition is in order for the public works crews who did an excellent job of keeping BT routes free of snow and ice. Also, the Snow teams of Blacksburg Transit Operations personnel worked hard clearing bus stop loading areas of ice and snow.